Flexwhere

Flexwhere Implementation process

Introduction **2**

Details for Implementation **3**
- Administrator details 3
- Preferred Domain Name 3
- Public IP Address(es) and Wi-Fi Name 3
- Images 3

Synchronising Data **4**
- User (Employee) Data 4
- Devices 5
- Virtual Environments 5

Supporting You **5**

Introduction

To ensure a smooth start to the implementation of Flexwhere, we'll need some information about your company, your set up and your employees.

This includes the following:

- [ ] The contact details of the first Administrator for Flexwhere
- [ ] Your organisation's preferred domain name to use when accessing Flexwhere
- [ ] If you are using the Flexwhere desktop application we will need your organisation's Public IP address(es) and Wi-Fi name
- [ ] Your organisation's logo
- [ ] Images of your buildings
- [ ] Floor plans of the offices (all floors)
- [ ] Understand how you'd like to synchronise with Flexwhere (for your employees, devices, and meeting data)

If you have any questions, you can call us on +31 (0)570 572 238 or send an email to support@flexwhere.com, or check our support site.

Details for Implementation

In this section, we will go through what information we need from you and your organisation and why we need it.

Administrator details

We will need the name and contact details of the individual you'd like to add as your first administrator on Flexwhere. This person (admin) will receive an email with an invitation to the Flexwhere Control Centre. A password will need to be created and they'll need to set-up a form of MFA (Multi-Factor Authentication) to access the Flexwhere Control Centre.

Preferred Domain Name

We also need your preferred domain name so that we can create a subdomain for your company. This helps us to create the URL that your organisation will use to log in to and access Flexwhere, for example, companyname.flexwhere.com.

Public IP Address(es) and Wi-Fi Name

If you are using the Flexwhere desktop application (for Windows or for Mac), we will need the IP address, or IP Range, so that only known accounts from a known IP address (or addresses) can log in. From a security perspective, this means that no-one can log in from an unknown location.

The related Wi-Fi names are important so that Flexwhere can tell when an employee (or user) is in the office or working remotely. This helps to ascertain when and where an employee is in the office.

If you have multiple work premises, we will need the full list of Wifi names available at each premises.

Images

Logo

We can add your logo to Flexwhere. If you'd like to have your logo added, please share this as a PNG (or possibly JPEG or GIF). The maximum size is 50 x 1920 px.

Location

We'd like images of your buildings to help your employees to recognise which building they would like to book for, or at. If you have multiple locations, please send us an image of each building or location.

Floor Plans

We also need images of your floor plan(s). This should preferably be sent as a PDF or SVG file. These floor plans can include or exclude the desks, meeting rooms and parking spots. If these are included, we can add your work spaces directly to the floor plan. If you only have the floor plan (without the desks etc), we will guide you through the process of adding your resources in the Flexwhere Control Centre during an implementation meeting.

We will then create and add your custom floor plan to your Flexwhere account.

The colours and icons of the workspaces and meeting rooms on the floor plans are fixed. You can, however, change the descriptions of the different icons under Settings in the Control Centre.

Synchronising Data

User (Employee) Data

In order for Flexwhere to accurately display users (or employees) and their booking or occupation status, we recommend that Flexwhere is linked to your identity and access management system.

We can easily do this through Microsoft Graph. The connection with Graph can be set up for both users (employees) and meeting rooms. This does,however, require some technical knowledge and authorisation. Access to Active Directory (Azure AD) is also necessary.

If your organisation does not use Active Directory or if you prefer to manage users manually, we can help you with that as well. Your implementation specialist can guide you through this process.

Devices

If you would like automatic occupation of your resources when a user or employee connects to a desk or meeting room, we will need to know the names and IDs of these devices. These can be manually added or removed by the Admin, or you can upload a CSV file with device IDs. We recommend uploading your device IDs using this template.

Note: MAC Addresses

When using docking stations and/or monitors, Flexwhere for Desktop can read these and automatically occupy a workspace when an employee or user arrives and connects with this device. Multiple MAC addresses will be present in a device, and it is important to set the correct prefixes in the Control Centre to ensure that Flexwhere knows which MAC address to read.

Virtual Environments

Many organisations use virtual environments such as VMware or Citrix. Flexwhere for Desktop can automatically display an employee's location and also automatically record the occupancy of the resource. However, information like the MAC address of a docking station or monitor is needed for this, or a match on Wi-Fi name can be searched for.

We recommend installing the client both locally and in the virtual environment. The locally installed client will provide an accurate display of a user's status, while the client in the virtual environment will give the user access to Flexwhere without leaving the virtual environment.

Supporting You

During the implementation and beyond, our support team is ready to help you and your organisation with any questions or concerns you may have. You can call us on +31 (0)570 572 238 or send an email to support@flexwhere.com. Our support site also has a lot of information if you'd prefer to look online.